

DSL Terminology

Synch/no surf, Qwest will test and call w/results

Synch/no surf means Eschelon has land connection but is unable to surf the net. This issue is usually due to a bad card (Eschelon's or Qwest's) or a wiring problem in the central office. The resolution to this issue is it to keep the Eschelon FST on site to work with Qwest IP tech support.

No link-Qwest to test, call with results

The FST identifies that the loop is not working for various reasons at the customer site. The Tester will open a repair ticket with Qwest. The central office is checked for wiring problems and a Qwest tech is dispatched if needed.

No dial tone on site

The FST has located the loop but has no dial tone. The tester will open a repair ticket with Qwest. The central office is checked for wiring problems and a Qwest tech is dispatched if needed.

Locate and tag BP. Advise demarc location

FST on site is unable to locate the line at the demarc. A repair ticket is opened with Qwest requesting a tag & label. These tickets identify the following issues: wrong address on order, wrong demarc, incorrect tag on demarc, no tag at all. The Qwest tech is re-dispatched to the site to tag and label. Once the Qwest ticket is closed, Eschelon will re-dispatch the FST. If the line is still not located a second ticket is opened for a vendor meet.

Cannot train

The line is identified on site but is not working. The issues could be line conditioning, loop length or a bad card. Open a repair ticket with Qwest.

No VPI / VCI info

No VPI/VCI information in QHOST. Eschelon engineering cannot do its part without this information. A ticket is opened with Qwest for resolution. This issue has the potential to delay the order as much as two weeks depending on FST availability.

Line delivered to wrong demarc

FST identifies that the loop is not at the correct demarc. A repair ticket is opened with Qwest to move the line.

Open in the CO, Qwest to test and call back

This is an issue with IDSL orders. The loop has not been connected or has been connected incorrectly in the central office. Eschelon testers are able to identify this issue by running a line test through Eschelon's switch. A repair ticket is opened with Qwest and the loop is checked in the central office.

DSL Combo orders.

Qwest is working the disconnects before turning up the lines. This causes customer outages. Work with Qwest in Test and Turn up to re-establish the customers existing DSL or expedite the turn up of the new order.

Wrong circuit type on LSRC

Eschelon receives ISRC's with UBCU when they should be AGFU as the circuit identifiers. The resolution to this is to call Qwest and verify that the correct circuit has been typed on the order.

COMBO Order submitted to Qwest but never worked the translations.

Eschelon receives the LSRC and PSN with the correct information. When Eschelon receives the completion notice and it states "No Service and Equipment available" then Qwest has not worked the order in translations. This results in an escalation ticket. Currently provisioning will look for these completion notices and bring them immediately to the attention of the tester in order to resolve the problem as soon as possible. Need a way to identify these issues before they happen. Qwest should develop a process created to check DSLC orders the morning before the conversion.